



Mission Statement:

To enhance the voice of, and advocate with, participants and personal assistance workers, maximizing consumer choice while recognizing that only through collective well-being will our respective communities thrive.

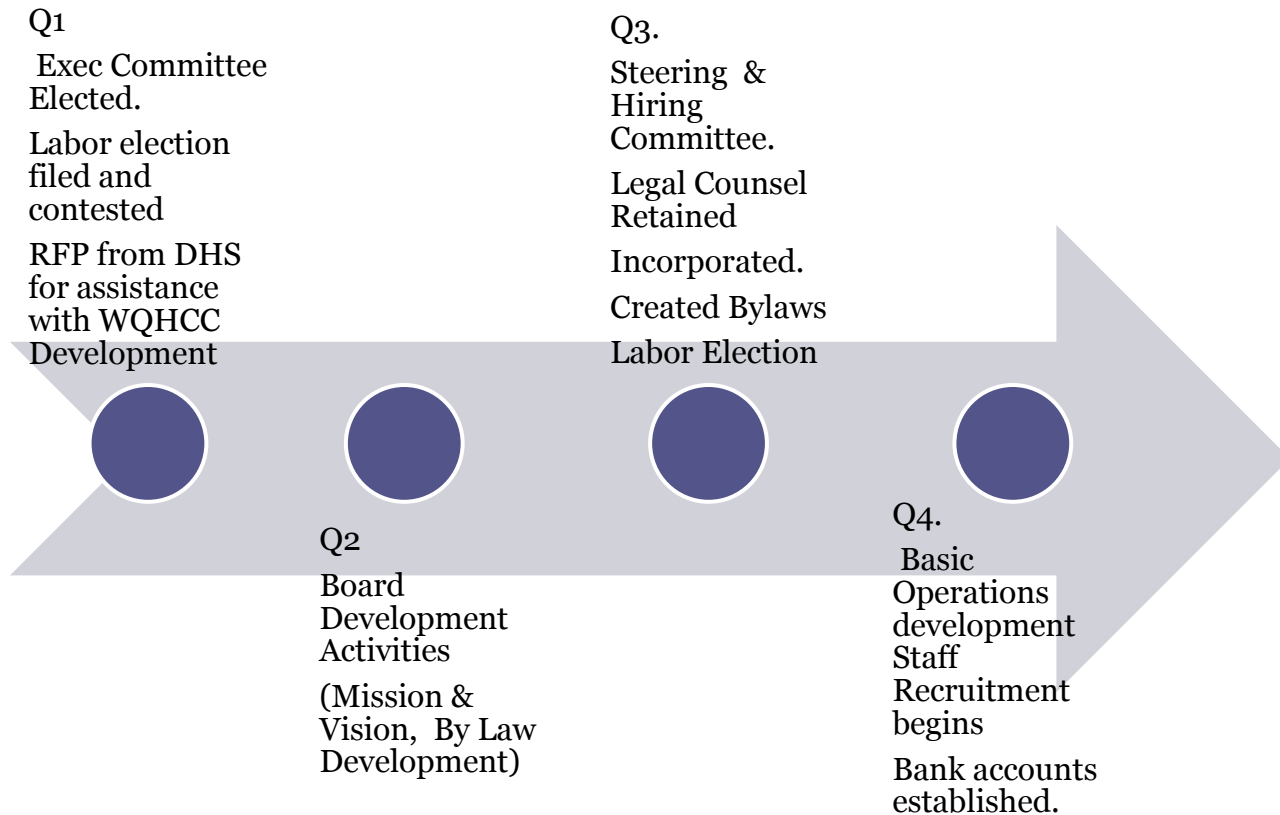
WQHCC History Timeline 2004-2006

Consumers and
Workers begin to
work together to
address workforce
issues in Dane 2004

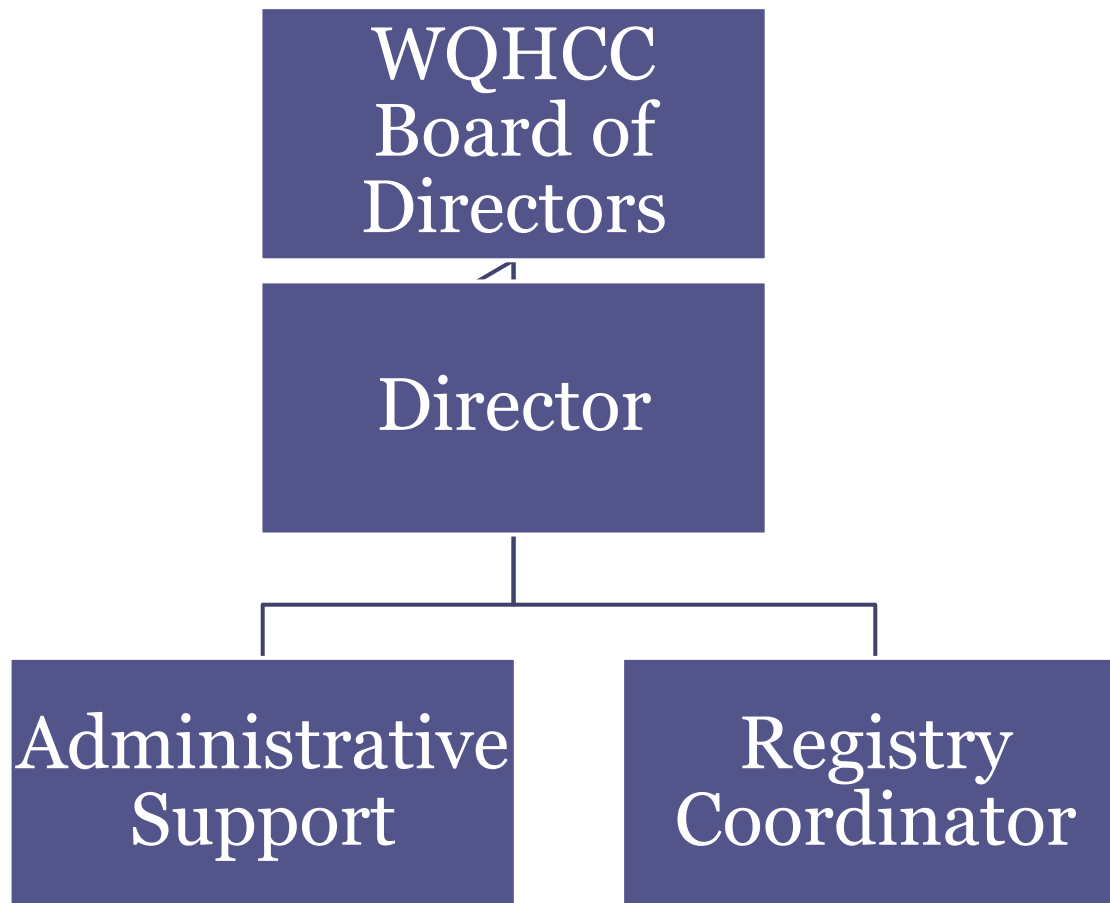
Board of Directors
appointed by
Governor Jim Doyle
and Dane County
Executive Kathleen
Falk First meeting
December 2006

Inter-Governmental
Agreement Signed by
DHS and Dane
2006

2007



WQHCC Organizational Structure



2008

Q 1

Director Interview and Hire

Ongoing Board Development & Education

Q3.

Website launch.
Collective Bargaining Begins.

Dane County Fiscal Agent Transition Planning.

IRIS Subcontract begins

E. Wash Office Opens

Registry procedure/process development

Q2

Board Strategic Planning.

IRIS RFP participation.

Website Development

Q4

Registry Training & Transition Activities

WQHCA Legislation Collaboration

Collective Bargaining Ongoing

501 c 3 application filed



WISCONSIN
QUALITY
HOME
CARE
COMMISSION



HOME

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[FAQS](#)

[CARE REGISTRY](#)

[NEWS & ADVOCACY](#)

[RESOURCE CENTER](#)

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IMPROVING QUALITY OF LIFE THROUGH ACCESS TO HIGH QUALITY COMMUNITY CARE



ONLINE CARE RESOURCES

- [Search for a Care Provider](#)
- [Care Provider Login](#)
- [How to Provide Care](#)
- [IRIS — Independent Consultant Agency Information](#)

RESOURCES IN YOUR AREA

-- Select Your County --

CHOOSE YOUR LANGUAGE

English

WELCOME TO WQHCC

The WQHCC is Wisconsin citizens experienced in the world of long term care. We connect people to each other with the goal of increasing their quality of life in their community. We are people with disabilities who know the challenges and triumphs of living active quality lives we all deserve. We are children who know our aging parents deserve the best because of what they gave us. We are the service providers who commit to doing responsible and respectful work.

We believe that through developing strong supports for both sides of a care giving relationship, the long term care system will provide appropriate and quality services.

We invite you to [discover more](#) about our services!

Interested in Providing In Home Care?

Click here on the link to our [RESOURCE CENTER](#) to find our application packet. <http://www.wqhcc.org/resources.php>

text size » A⁺ A⁺

LATEST NEWS

08.25.2009

[ORIENTATION DATES FOR NEW CARE PROVIDERS](#)

For newly registered care providers..... [\[read more\]](#)

07.28.2009

[IN HOME CARE PROVIDER APPLICATION](#)

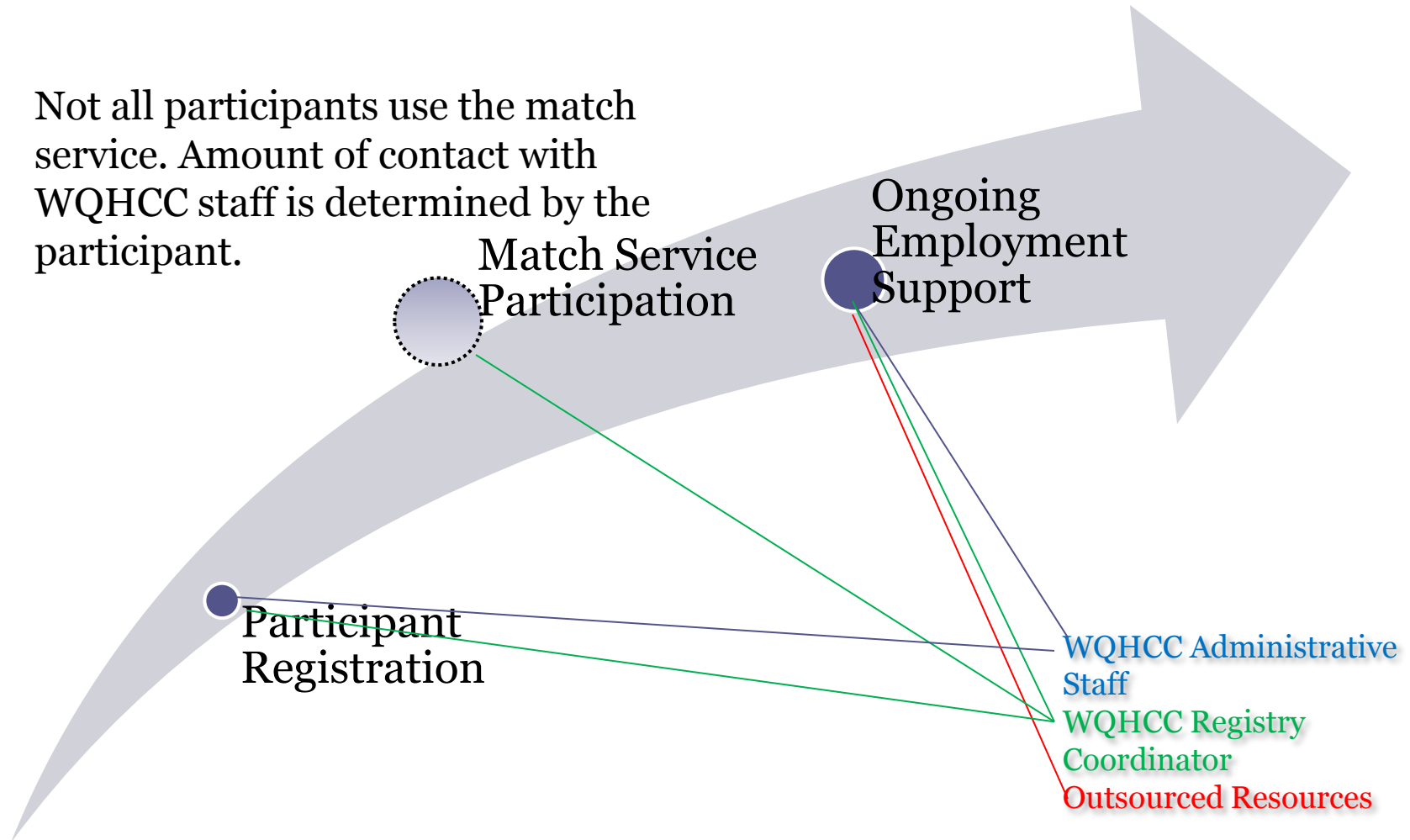
Employee Registration
Paperwork [\[read more\]](#)

newsletter

-- Email Address --

WQHCC Connection Support

Not all participants use the match service. Amount of contact with WQHCC staff is determined by the participant.



2009

Q1

Dane Registry Services
Active
Collective Bargaining
Agreement Signed.
Legislation Advocacy.

Q3. IRIS Subcontract
renewed .

Ongoing registry
services.

Begin WQHCA
transition discussions .

Q2

Provide Registry
Services.

Education to
employers regarding
collective bargaining
agreement

Legislation Advocacy
and Passing

Q4.

Ongoing Registry
Services.

WQHCA Transition
planning.

Direct Care Registry Payroll Statistics 2009

4.7 million in direct care wages paid by consumer employers

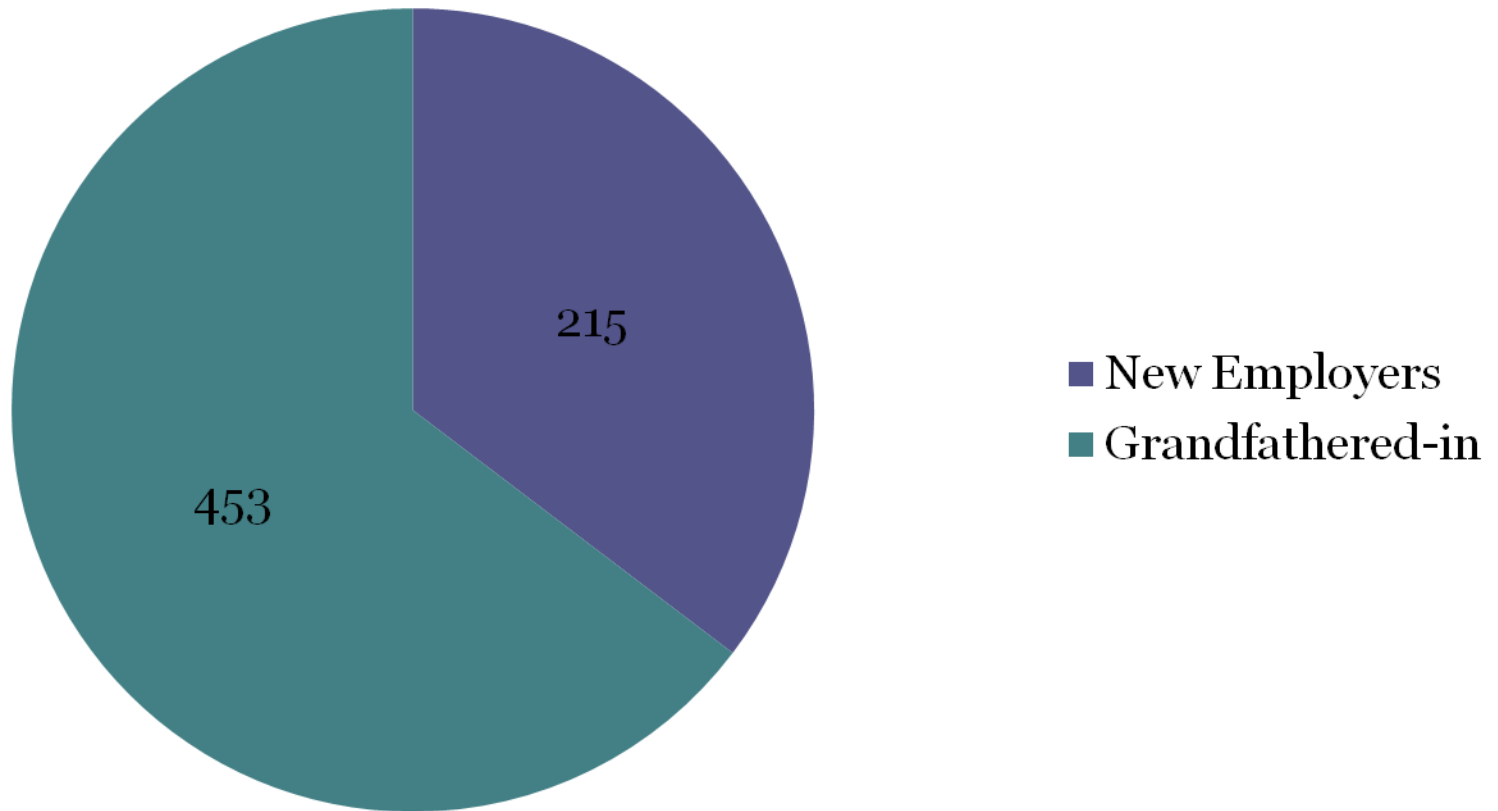
15 % Turnover Rate

50% of workers paid meet CBA recognition clause. (Pay dues or fair share)

60% of Recognized workers pay the minimum due amount of \$14.00

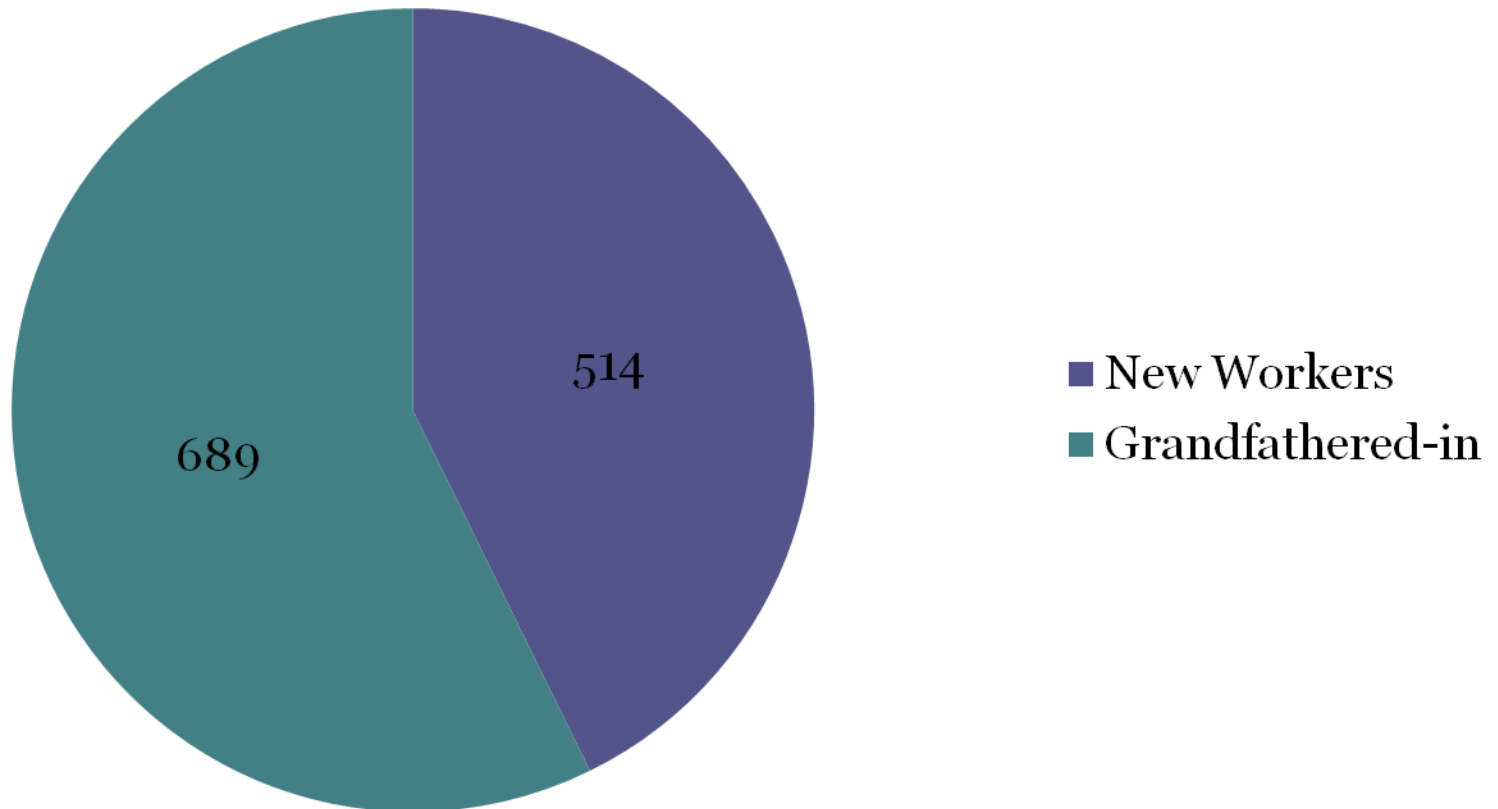
Active Consumers

Total # of active employers = 668

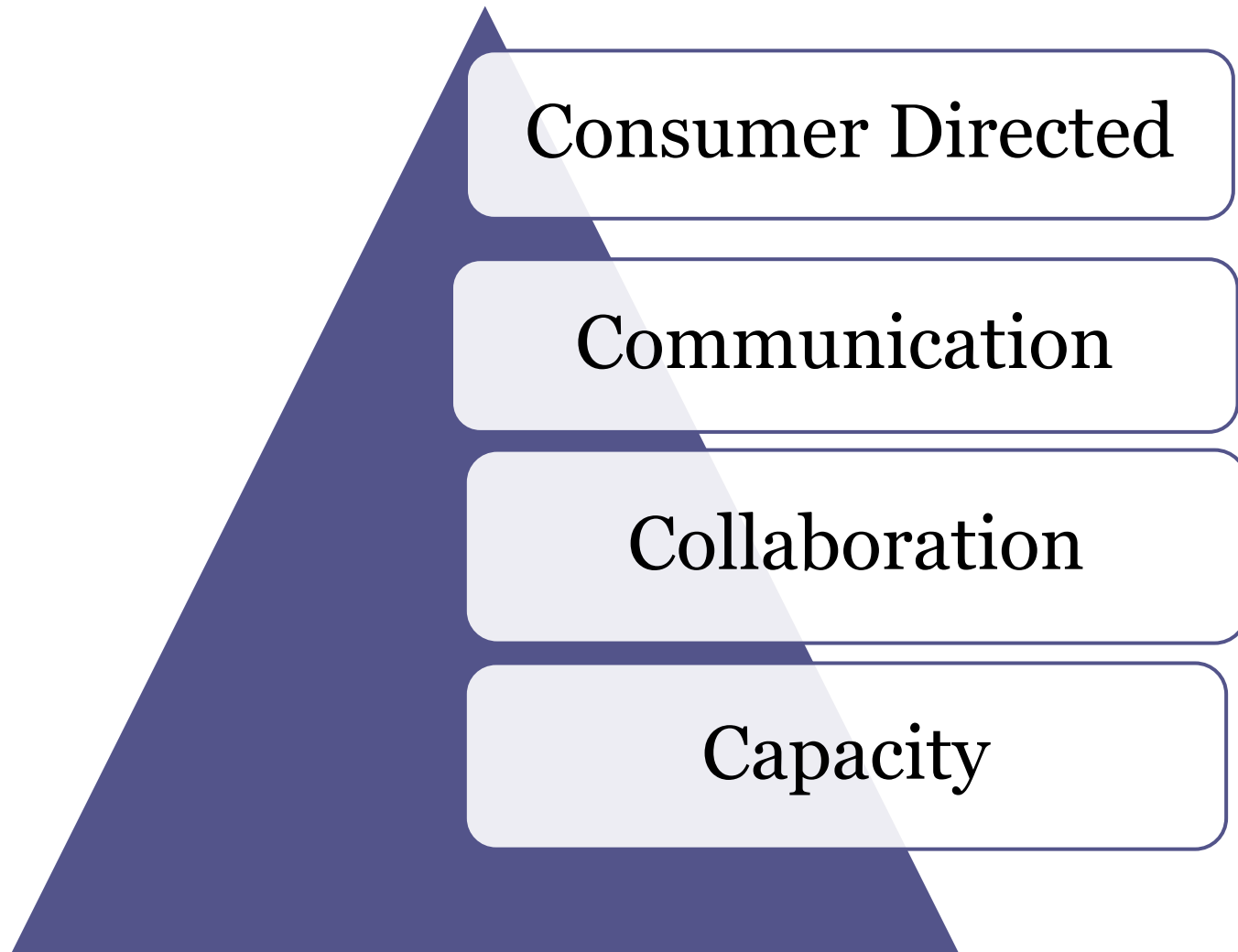


Active Workers

Total # of active care providers = 1227



Lessons Learned



Consumer Directed

WQHCC maintained a focus of Consumer Oriented Services and Supports

Kept the “door open”. Staff and office are accessible and available to consumers and workers.

Service design, collective bargaining, mailings, & policies created under the advisement of a panel of consumers

Communication with Whom

Consumer/Employers

Providers/Workers

Care Managers

Fiscal Agent/County Staff

Media/Community

Collaboration - How ?

Building on relationships with consumer employers/workforce support

Find and build synergies with similar service providers

Identify workforce building partners

Capacity

Find additional funding sources to build staff capacity

Outsource as much as possible to maximize currently funded staff capacity

Be aware of opportunities to increase capacity

Comparison of WQHCC Services and WQHCA Legislative Requirements.

WQHCA Legislative Requirement	WQHCC Current Service
<ul style="list-style-type: none"> •Establish and Maintain one or more registries of in home care providers and provide referral/matching services for consumer in need of home care. •Develop and operate a system of backup and respite referrals, including a 24/7 on-call service for consumers. 	<ul style="list-style-type: none"> •Maintains and supports a home care provider registry with matching capacity for consumers self directing their in home care. •Providers indicate their availability for back up, emergency or respite care. •Registry Advisory Committee of consumers and workers active as part of collective bargaining. •24/7 on-call service is in planning stages.
<ul style="list-style-type: none"> •Apply qualification criteria for home care providers who seek placement on the registry. All current qualification for individual providers of care will apply. 	<ul style="list-style-type: none"> •Screen interested care providers using established criteria of WQHCC and applicable funding sources. •Provide additional training and resources as needed and available .

Comparison of WQHCC Services and WQHCA Legislative Requirements.

WQHCA Legislative Requirement	WQHCC Current Service
<ul style="list-style-type: none"> •Develop and Operate recruitment and retention programs to expand the pool of providers. •Conduct other activities to improve supply and quality of direct care workers. 	<ul style="list-style-type: none"> •Operate recruitment and retention programs to ensure an expanding and available workforce.
<p>Provide Orientation activities and skills training for home care providers.</p>	<ul style="list-style-type: none"> •Hold monthly orientations for in home care providers •Consumers and Staff participate in Training Committee with SEIU and workers •Support training efforts of consumer employers •Advise on community training opportunities.

WQHCA Requirement	WQHCC Current Service
Provide training for consumers in the duties and responsibilities of employers.	<ul style="list-style-type: none"> •Provide support to consumer employers and involved case managers with regard to role of employer, employee retention and labor issues. •Education mailings and event trainings held regarding CBA.
Inform consumers of the background and qualifications of providers on the registry and providers identified by consumers for employment.	<ul style="list-style-type: none"> •Share all background, employment or criminal history with employers. •Share references and reviews as provided by other registered employers •Meet and exceed expectations as written in the Background Disclosure law.



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